

MEDI-CAL MANAGED CARE 2011 QUALITY AWARDS: CRITERIA

Healthcare Effectiveness Data Information Set (HEDIS®) Outstanding Performance Awards

- To be eligible for a HEDIS Outstanding Performance Award in the Gold, Silver and Bronze categories, a plan's HEDIS scores for the required measures all must be above the Minimum Performance Level established by MMCD (currently the 25th percentile of the national Medicaid results). *Note:* HEDIS awards for 2011 are based on 2010 HEDIS scores.
- Points are assigned to each eligible plan's HEDIS scores in relation to national percentiles, with the highest number of points awarded for scores above the 90th percentile (MMCD's High Performance Level).
- Plans are ranked by their total scores, and the three highest scoring plans receive a Gold, Silver or Bronze award. If two or more plans have tied scores in any category, more than one award is given in that category.
- The plan or plans scoring the fourth highest receive an Honorable Mention Award.

HEDIS Most Improved Awards

- For 2011, the "Most Improved" HEDIS Award acknowledges the plan or plans with the most statistically significant improvement in HEDIS rates between 2009 and 2010 for 15 selected measures.
- Points are awarded for each statistically significant HEDIS rate increase, and points are deducted for each statistically significant rate decrease.
- Plans receiving a Gold, Silver, Bronze or Honorable Mention Outstanding Performance HEDIS award are not eligible for a Most Improved Award in the same year.
- The plan with the highest total improvement points receives the award. If two or more plans are tied for the highest number of points, multiple awards are presented.

Consumer Assessment of Healthcare Systems and Providers Surveys (CAHPS®) Awards

- To be eligible for a CAHPS Outstanding Performance Award in the Gold, Silver and Bronze categories, a plan's CAHPS scores for the required global ratings and composite measures must be above the Medi-Cal Managed Care Program Average. *Note:* CAHPS awards in 2011 are based on scores from the survey administered in 2010.
- Points are assigned to each eligible plan's CAHPS scores in relation to the Medi-Cal Managed Care Program Average. Each plan receives one point for each of their CAHPS scores that were significantly higher than the Medi-Cal Managed Care Program Average.
- Plans are ranked by their total points, and plans with the three highest total points without any CAHPS scores below the Medi-Cal Managed Care Program Average receive a Gold, Silver or Bronze award. If two or more plans are tied in any category, more than one award is given in that category.

CAHPS Honorable Mention Awards

- Plans receiving a Gold, Silver, or Bronze CAHPS Outstanding Performance Award are not eligible for an Honorable Mention award.
- Plans with one or no CAHPS score below the Medi-Cal Managed Care Program Average are eligible for an Honorable Mention award.
- The plan meeting the above criteria and with the highest total points receives the award. If two or more plans are tied for the highest number of points, multiple awards are presented.

Awards for Outstanding Service and Support to Plan Members in Partnership with the MMCD Office of the Ombudsman

Staff in the Medi-Cal Managed Care Division (MMCD) Office of Ombudsman ranks each plan's service and support of members in the areas listed below:

- Innovation, effectiveness, and responsiveness in the area of dispute resolution
- Quality and timeliness of information provided for State Fair Hearings
- Empathy and caring related to resolving member concerns
- Employs a fair process for resolving member complaints, problems and concerns and consistently affords members all rights in accordance with the law and the plan's DHCS contract

The award is presented to the highest-scoring plan.

Awards for Most Improved Service and Support to Plan Members in Partnership with the MMCD Office of the Ombudsman

Staff in MMCD's Office of the Ombudsman nominates the plan they feel has demonstrated the most improved service and support to plan members during the past year, based on the criteria for the Outstanding Service and Support award (see above). The plan with the most votes receives the award.

Special Acknowledgement Awards for Outstanding Contribution to Quality Improvement in the Medi-Cal Managed Care

Special Acknowledgement Awards are given to plans or plan staff that have made an outstanding contribution to quality improvement within the Medi-Cal Managed Care Program in the past year. Nominations are submitted by MMCD staff and must contain specific detail which is confirmed by MMCD management.

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